

NOTICE TO PATIENTS & STAFF OF MARTIN ARMY COMMUNITY HOSPITAL

If you have concerns about *patient safety and quality of care*,
you may contact any of the following:

▪ ***Officer-in-Charge (OIC) and/or Non-commissioned Officer-in-Charge (NCOIC), of where the care or service was provided***

▪ ***Patient Family Advocate Office,***
Building 9250, Room 1A-007, (762) 408-2603/2602

▪ ***Hospital Commander,***
Building 9250, Room BB-500, (762) 408-0306

▪ ***The Joint Commission,***

Online: 1. <http://www.jointcommission.org>
 2. ***Go to*** Action Center
 3. ***Select*** Report a Complaint about a Health Care Organization

Electronic mail: complaint@jointcommission.org

Facsimile: (630)792-5636

Mail: Office of Quality Monitoring
 The Joint Commission
 One Renaissance Boulevard
 Oakbrook Terrace, Illinois 60181

Toll-free number: (800)994-6610, weekdays, 8:30 am – 5:00 pm CST

- You may provide your name and contact information or submit your complaint anonymously to The Joint Commission without fear of retaliatory actions.
- Martin Army Community Hospital will take no disciplinary or punitive action for reporting safety or quality of care concerns to The Joint Commission.
- The Joint Commission is the nation's oldest and largest standards-setting and accrediting body in health care. Reporting concerns about *patient safety and quality of care* is one way that The Joint Commission uses information to improve the quality and safety of more than 18,000 health care organizations.